

Dear Mark,

Thank you and your team for taking the time to come all the way over here to visit us.

I know you are busy and I must apologise for not having accurate and precise information to hand at the meeting. I was told that it was more of general visit, so I hadn't prepared the facts and details for you. I think it is very important to get any problems resolved, so they don't repeat, and now knowing some of your concerns I would like the opportunity to discuss some of the issues in more detail. Also if at all possible, I would also like to get feedback from other Lego departments, on how we could change to better suit Lego's requirements for them.

The result of the meeting was obviously a shock, but the feedback was very very useful to us.

Frank feedback like that meeting, lets us know where we are lacking and what we have to do, in-order to provide you a better service. We have made some mistakes, but as a company we are all very motivated and committed to resolving them and providing excellent product for Lego.

As you said in the meeting, we do work hard, and as you can see from below we have got straight on to addressing your concerns.

As a matter of urgency we have looked for solutions which we hope are suitable to you.

Level Design.

Tom and Chris said that it was best if this was done by someone separate from the team, defiantly not a producer, programmer or artist.

This weekend I have contacted 'Gameworld Seven Ltd ' who specialise in Level design, and who can perform this task for us.

- They are experienced, they are currently designing levels for Micro Machines IV for Codemasters and a racing product for EA.
- Their MD used to be head of QA at Psygnosis, and previously at Ocean.
- They are professional, we have already worked with them previously.
- They have the capability - the company consists of a team of seven people.
- They are available - they are willing to come in as needed to work with our team.

Rock Raiders PSX NTSC changes.

Responding to Sony's requests. We have been developing a new 3D map, terrain and mesh engine. This will allow us to display all the different camera angles that Sony would like. Including

- Larger maps,
- more exploration,
- bigger vehicles from close up views,
- or more distant views.
- Faster frame rate.
- Moving platforms
- Movement patterns for creatures.

We have playable versions of this to demonstrate to Tom when he comes down this week.

Organisation and Communication.

You are also right on this issue. It is a problem we had already identified and we have taken measures to correct the situation.

During the past seven months we have hired five new producer/managers.

- Bill Allen ;Senior Producer for Sony, Psygnosis and Gremlin 12 years experience.
- Alan Mc Dermaint ;Producer for Inner Workings 5 year experience.
- Jim Mc Phail ;Producer for Sony, Psygnosis, ATD 7 years experience
- Jon Harrison ;Manager at NMS, previously at Gremlin 10 years experience
- Teamon Irmak ;Internally promoted, previously at Silicon Dreams 10 years experience.

Previously there was only Eamonn and Myself. We can now prepare documents, schedules, and generally communicate better.

Support Staff - Programming.

Losing our lead PSX programmer last year was a problem, as we initially only had one PSX coder in a support role.

- We now have five internal PSX programmers.

Other Issues

As you are aware we are very committed to Lego and we are always looking at other concepts and ideas that we think you may be interested in.

We have been working with 'Camber' a major US manufacturer of Motion Simulation rides. (Among many other products they made the Playstation simulation ride for Sony). To design a Motion simulator ride, suitable for Lego. A finished product could be used by various divisions of Lego, from PLAYMATERIALS to LEGOLAND PARKS and LEGO MEDIA, which will also allow you to get maximum use of the product and to also split the costs between these divisions. They have an expandable ride system from small 2 person consoles and 8 or 12 seat mobile rigs which can be shown at toy and computer Exhibitions, or visit retail outlets, attracting massive interest. Right up to fixed theme park theatres, (they have a fixed theatre inside Gatwick Airport, and at Alton Towers).

We are so convinced of the concept that we have already gone to the time and expense of designing a simulation ride featuring Lego Rock Raiders. You already know the high quality of our animation work, featuring in most of the LEGO games, your exhibitions and the TV adverts, and put to motion it makes the experience 1000% better. It really is, some of our finest animation ever.

We have persuaded Camber to agree to deliver an articulated truck containing a fully working mobile rig to a venue so that you can evaluate the concept and experience the fantastic ride realtime.

If it is acceptable to you I would like to suggest that we could make a presentation at the manor house at Legoland Windsor. Would you be able to get a decision maker from the theme parks, marketing and any other Lego division that you think appropriate, together for a presentation and to experience the thrill of the ride.

I will call you Monday afternoon to discuss this further and see if we can arrange the details.

Stewart Green